Hemanthini M A (Sr Consultant @ BMC Software)

Email: m.a.hemanthini@gmail.com

Phone: +91 9611488002

BMC Certified Professional

KCS v6 PRACTICES

Summary:

- A seasoned, diligent, and proactive Technology specialist who thrives in complex Tech oriented environments with over 15 years' experience successfully Managing Operations & delivering programs and projects of various sizes in fast-changing, growth environments. Acquired broad-based skills working with a diverse set of clients on large-scale projects in technology, manufacturing, telecom, and infrastructure. Handled roles like Solution Architect/Designer, Project & Technology Lead and Developer till now. Skilled in BMC Products/toolset, ITSM Application Development, maintenance, support, and upgrade activities.
- **BMC Certified Professional in Service Desk and DWP Catalog 20.x.**
- Currently working with BMC Software India Pvt. Ltd. from Nov 2010 in Sr Consultant Role.
- **ITIL v3 Foundation Course Certified.**
- **KCS V6 Practices Certified**
- Possess good communication, analytical, relationship management skills, leadership skills, and Client interaction skills.

Key areas of expertise:

- Project Life-cycle Management (Waterfall & Agile Methodologies)
- Business Value Identification & ROI through Business Case for Projects
- Handles pre-sales & demo towards customer's site
- Handle critical IT-Transformation & Migration Projects
- Handled BMC Helix platform related projects
- Managed Onsite / Offshore Delivery Team
- ITSM Architect
- Resource Management within for different project executions
- Expert in building DWP catalog requests.
- Deep knowledge in Helix Knowledge Management by ComAround.

SKILLS & EXPERTISE

- Solution Architecture/Design
- Integration/System Implementation
- ITIL / Agile Methodology
- Team Leadership / Project Management
- BMC Remedy AR System
- BMC Remedy IT Service Management Suite
- BMC Atrium CMDB

- ➢ BMC Remedy Service Request Management
- ➢ BMC Remedy Service Level Management
- ➢ BMC Remedy Knowledge Management
- ➢ BMC Chatbot / IBM Watson
- ➢ BMC Digital Workplace Catalog
- ➢ BMC MyIT & Smart IT
- ➢ BMC Smart Reporting
- ➢ BMC Virtual Chat
- ➢ BMC Cognitive Email Capabilities

Qualifications:

Degree and Year	University / Board	Major and Specialization
B.E., 2006	Sri Venkateswara University, Andhra Pradesh	Electrical and Electronics(E.E.E)
H.SC., 2002	Intermediate Board, Andhra Pradesh.	M.P.C.
SC., 2000	S.S.C, Andhra Pradesh	---

Career Profile:

Dates	Organization	Role
Nov 2010 till date	BMC Software	Remedy & ITSM Sr Consultant
Sep 2009 to Oct 2010	Cognizant Technology Solutions	Technical Lead
Jun 2006 to Sep 2009	Satyam Computer Services Ltd	Remedy Developer

Projects:

Project #1

Title	:	**Telecom giant in Europe**
Employer	:	BMC Software India Pvt. Ltd.
Period	:	**Oct 2019** – Till date
Description	:	Lead BMC Integrations Consultant at a large telecom company, working on Design and Implementation of integrations with ITSM, DWPC. Worked as an architect to provide solution for multiple integration projects using SOAP/REST interfaces.

Responsibilities	:	Requirement gathering
		Solution Design
		Building the solution along with the team
		Bug Fixing
		Handling SIT and UAT
		Support of all applications

Project #2

Title	:	**SMS Consulting Australia**
Employer	:	BMC Software India Pvt. Ltd.
Period	:	**Feb 2017** – Sep 2019
Description	:	**M**anaged services project for an Australian customer where she is involved in doing daily health checks of servers, customizations and supporting ITSM, MyIT, SmartIT, SLM and Smart Reporting.
Responsibilities	:	Requirement gathering
		Solution Design
		Building the solution along with the team
		Managing infrastructure
		Bug Fixing
		Support of all applications

Project #3

Title	:	**Telecom Customer**
Employer	:	BMC Software India Pvt. Ltd.
Period	:	**Jun 2016** – Jan 2017
Description	:	Customer has extensive usage of Request Management. Previously, classic SRM was getting used to design and raise the requests. Now, DWPC is getting used to develop the services. Services which are already present in the SRM were imported/Re-Developed in DWPC. New service design requirements now get fulfilled in DWPC.
Responsibilities	:	Requirement gathering
		Solution Design
		Building the solution along with the team
		UAT
		Bug Fixing
		Go Live
		Post Go Live Support

Project #4

Title	:	**Retail customer of Australia**
Employer	:	BMC Software India Pvt. Ltd.
Period	:	**Jul** 2015 – June 2016
Description	:	**Installed Configured and rebranded MyIT/SmartIT for An Australian customer. She has experience in implementing SmartIT/MyIT end to end and has advanced knowledge about the product.**

| Responsibilities | : | Installation and configuration of MyIT and Smart IT.
Rebranding of MyIT and Smart IT.
Assisting customer with test planning and testing. |

Project #5

Title	:	**Australia Government** (confidential)
Employer	:	BMC Software India Pvt. Ltd.
Period	:	**Mar** 2013 – June 2015
Description	:	ITSM 8.0 implementation customization/extensions and integrations with 3rd party tools.
Responsibilities	:	Solution design for Integrations. ITSM customizations/extensions. Build Integrations. Assisting customer with test planning and testing. GSD lead from off-shore and customization lead.

Project #6

Title	:	Volvo (U.K)
Employer	:	BMC Software India Pvt. Ltd.
Period	:	Jan 2013 – Mar 2013
Description	:	Change management customization
Responsibilities	:	Requirements gathering. Involved in solution design of change approvals. Ensuring deliverables are met.

Project #7

Title	:	Fire insurance company U.S (Confidential)
Employer	:	BMC Software India Pvt. Ltd.
Period	:	Oct 2011 – Jun 2012
Description	:	RKM Implementation and installation of Analytics and dashboards.
Responsibilities	:	I was involved in converting knowledge articles from 7.5 to 7.6.04, installation and configuration of BMC Dashboards on dual server environment and installation of SAP business objects and BMC Analytics. Creating new reports in BMC Analytics using business objects designer.

Project #8

Title	:	Telecom Newzealand
Employer	:	BMC Software
Period	:	Aug 2011 – Oct 2011
Description	:	Was involved in AIE 7.6.04 integration and ARS customization.
Responsibilities	:	My responsibilities included Remedy integration with third

party products using AIE (Flat File integration) and ARS customizations.

Project #9

Title	:	NEC Japan
Employer	:	BMC Software
Period	:	Mar 2011 – July 2011
Description	:	Installation of ARS and all applications
Responsibilities	:	Involved in the installation of ARS,CMDB, ITSM, SRM and MT 7.6.04 SP1 in server group. And also worked on the installation and configuration of BMC Analytics, this also includes installation of SAP BO. This project includes AIE integration and customization of ITSM.

Project #10

Title	:	Johnson Controls
Employer	:	BMC Software
Period	:	**Nov** 2010 – Feb 2011
Description	:	Enhancements and ARS 7.6.03
Responsibilities	:	Involved in building the integrations with LDAP and customization of ITSM modules in 7.6.03.Also worked on loading foundation data through DMT. Worked on Remedy knowledge management.

Project #11

Title	:	T-Systems
Employer	:	Cognizant Technology Solutions
Period	:	June 2010 – Oct 2010
Description	:	SI-TT is a customized version of ARS Remedy based Expert Desk application, which is an ITSM product. The Expert Desk application consists of different modules that all support the ITIL processes.
Responsibilities	:	Configuration of the Expert Desk application. Configuration of application as per the business need provided by the client. Creating and maintaining the project Document. Providing assistance to the Development and Testing activity of the application. Preparing the user manual for the application.

Project #12

Title	:	RadioShack Corporation
Employer	:	Cognizant Technology Solutions
Period	:	Nov 2009 – June 2010
Description	:	This project included migrating from BMC Remedy ITSM 5.5 to ITSM 7.6. And also includes developing the custom built applications in 7.5. Customization of below ITSM

applications Change Management Incident Management and Asset Management

Responsibilities	:	Involved in the migration of ITSM 5.5 to ITSM 7.6.Involved in the customization of Change Management of ITSM 7.5 and created new approval rules as per the requirement. Customized Asset Management application of ITSM 7.6. Customized Purchasing Console, Bulk Updates and created notifications for On Loan Assets. Integrated Incident Management with custom built Store Systems Hardware Support Application. Developed customized applications for creating tickets for different types of users. Used BMC Developer Studio for developing the applications Prepared detailed design documents and understanding documents. Prepared Manuals for the applications developed. Prepared functional test cases and unit test cases for the requirements.

Project #13

Title	:	Perdue Farms
Employer	:	Cognizant Technology Solutions
Period	:	Sep 2009 - Nov 2009
Description	:	Customer has out of the box ITSM 7.0.03 environment and the objective is to customize the application so as to have all the data at a central place for management review. The objectives of this engagement are to, Customization of Requester Console. Develop Dashboards and Flashboards to display the data for Incident, Problem and Change Management along with specific group permissions for access control.Creating Remedy web portal. Involved in the customization of Requester Console.
Responsibilities	:	Created Dashboards for Incident, Change and Problem Management and provided fields for selecting the search criteria. Created Flashboards for Incident, Change and Problem Management. Created Remedy web portal by installing mid-tier and configuring it. Prepared detailed design documents and understanding documents. Prepared functional test cases and unit test cases for the requirements.

Project #14

Title	:	Applied Materials
Employer	:	Satyam Computer Services Ltd
Period	:	May 2007 - Sep 2009
Description	:	This project includes customization of ITSM 6.0 applications and supporting remedy tickets. Creation of customized web portal for creating tickets.
Responsibilities	:	Functional & Technical understanding of the Enhancement. Prepare detailed technical designs document. Prepare Functional Test Case Involved in Maintenance issues in all the existing modules like helpdesk, Change management and asset management. Configured Region specific SLAs. Based on the Business Scenarios and Requirements Configure flashboards to

provide management overviews. Involved in Performance tuning of the existing version. Implementation of the TCC and the maintenance of the Technical Change Module.

Project #15

Title	:	Intel Corporation, USA
Employer	:	Satyam Computer Services Ltd
Period	:	Jun 2006 - May 2007
Description	:	This project includes customization of application Global Event Management System(GEMS) with below requirements. Ability to auto assign tickets based on assignee availability and workload. Email reply to capabilities. Ticket details on the web
Responsibilities	:	Responsible for clarifying technical issues. Developed forms and workflow for the customized helpdesk. Enhancements to the existing GEMS application. Responsible for debugging several business functions Design, writing technical specifications and documentation. Status Reporting. Supporting the onsite team in its activities. Testing - unit testing & integration testing.